

11 May 2020

AGENT NEWS
Re: ANA Fuel Surcharge

Please be advised that ANA group will amend the fuel surcharge for tickets issued on/after 01 June 2020.

The surcharge will be revised every two months to better reflect the trend of the fuel market price.

1. Date of Effectiveness:

For tickets issued on/after 01 June 2020 until 31 July 2020

2. System Schedule:

Systems (auto fare quote) will be updated on time for 01 June 2020

3. Amount of Fuel Surcharge for itineraries originating in countries other than Japan:

Sectors between Japan and	<u>On/ After 01 June 2020</u>
Europe, North America, Middle East, Oceania	Not Applicable
Hawaii, India, Indonesia	
Thailand, Singapore, Myanmar, Malaysia, Cambodia	
Vietnam, Saipan, Guam, Philippines	
China, Macau, Hong Kong, Taiwan	
Korea	

4. Conditions for Application

- (1) The fuel surcharge shall apply evenly to all passengers, and the same amounts apply to adults, children and infants occupying seats. The fuel surcharge shall apply on AMC award tickets as well. Infants without seats are exempt.
- (2) When an unused portion of the ticket is presented for refund, the surcharges for such sector will be refunded in full.
- (3) Amount of the surcharge may change without prior notice subject to government approvals of concerned governments.

5. Adjustments of Surcharge

Adjustments of surcharge on tickets issued before the effective date will not be required as the new surcharge will be applied only for the tickets issued on/after the effective date.

We appreciate your understanding of this situation, and as ever we would like to thank you for your continued support to ANA.

Should you require any further information, please contact ANA Global Call Centre on 0808 234 6842